**Frequently Asked Questions**

**Regarding the City of Sacramento Protocols for**

**Addressing Homelessness and encampment concerns**

**Q:** Who can I call with a concern or complaint regarding an encampment on public property?

**A:** Anyone with a concern or complaint regarding an encampment on public property within the City of Sacramento should call **311**. Such encampments include those located on City-owned property, City parks, and City sidewalks. The City’s Incident Management Team (IMT) is tasked with responding to 311 calls for service and directing a coordinated, comprehensive response to concerns or complaints. IMT coordinates responses involving persons experiencing homelessness dealing with mental-health, substance-use, and other issues.

Individuals who themselves need services and resources, including, but not limited to, COVID-19 resources, should call **211**.

To report a crime in progress or an emergency, except for camping on public property, a person should call **911**.

To report other criminal activity, call the Sacramento Police Department’s non-emergency line at **(916) 808-5471**.

* Concerns or complaints regarding encampments located in Sacramento County parks should be directed to the Sacramento County Park Rangers at **(916) 875-PARK (7275)**.
* Concerns or complaints regarding encampments located on California Department of Transportation (Caltrans) property should be directed to Caltrans at <https://csr.dot.ca.gov/index.php/Msrsubmit>
* Concerns or complaints regarding encampments located on Regional Transit (RT) property should be directed to RT at **(916) 556-0275**.
* Concerns or complaints regarding encampments located on Union Pacific Railroad (UPRR) property should be directed to UPRR police at **(888) 877-7267**.

**Q:** I submitted a concern or complaint regarding an encampment on public property to **311**. Why hasn’t a Sacramento police officer arrested the occupants? Why hasn’t the encampment been removed or relocated?

**A:** When a complaint is received, the IMT will assess the complaint and assign a level to coordinate the response based on the specific facts. This allows the IMT to prioritize resources and respond according to the level of emergency.

**Q:**Is a person experiencing homelessness who uses a vehicle as shelter exempt from traffic laws and parking regulations? Specifically, can a vehicle used as shelter by a person experiencing homelessness remain in the same public parking place indefinitely; if not, why hasn’t the City removed or relocated such vehicles?

**A:**No. Persons experiencing homelessness who use vehicles as shelter are subject to the same traffic laws and parking regulations that apply to all owners and operators of vehicles. For instance, motor vehicles must be operable and currently registered with the California Department of Motor Vehicles. However, vehicles without visible registration tags are not automatically in violation of State law or subject to removal. Officers must first verify the un-registered status of untagged vehicles prior to their removal. Additionally, state and local law provide that *any vehicle*parked or left standing on a street or highway for 72 hours or more may be towed regardless of who left or parked that vehicle at the location.

Anyone with an inquiry or complaint regarding a person residing in a vehicle should call **311**.

**Q:** Can a person experiencing homelessness block pedestrian or vehicular access to sidewalks or streets with their bodies or with their belongings?

**A**: No. All persons must leave four feet of passable space on sidewalks, must remain out of the path of vehicular traffic on roadways, and must not place themselves or their belonging in a manner that requires a member of the public to take evasive action in order to pass through. All persons are also prohibited from blocking the entrance or exit of a building during normal business hours and must provide four feet of passable space between themselves or their belongings and a building entrance or exit. Anyone with an inquiry or complaint regarding individuals blocking pedestrian or vehicular access to sidewalks, streets, or buildings should call **311**. However, reports of any immediate emergency should be directed to **911**.

**Q:** Can a person experiencing homelessness start a fire to cook food or stay warm?

**A:** In general terms, state and local law prohibit recklessly starting a fire in an undesignated area of a public park, on a public street or sidewalk, and anywhere else. The Sacramento Fire Department is best qualified to determine the safety of such fires. Anyone with a concern or complaint regarding fires being used for cooking or warming should call the Fire Department at **(916) 228-3035**. Reports of an emergency involving a fire should be directed to **911**.

**Q:** I see a person experiencing homelessness using drugs or drinking in public. What can be done?

**A:** In most instances, the possession and use of narcotics, and the consumption of alcohol, in public, are unlawful and should be reported to the Sacramento Police Department at **916-808-5471**.

**Q:** I see used syringes on a public street or sidewalk. Can the City pick them up?

**A:** Yes. The City can remove used syringes from public property. Reports of used syringes on public property should be directed to **311**.

**Q:** A person experiencing homelessness is camping on my private property. Can I have that person removed?

**A:** Yes. In general terms, a person entering or remaining upon your private property is trespassing in violation of state and local law. If a person is trespassing on your property and is refusing to leave, call the Sacramento Police Department at **916-808-5471**. However, if a person is trespassing on someone else’s private property, call **311**.

**Q:** A person experiencing homelessness was trespassing on my private property and left trash behind. Who is responsible for removing the trash?

**A:** Owners of private property are responsible for maintaining their property free of junk and debris. Property owners must arrange for trash removal and secure their properties from trespassers.